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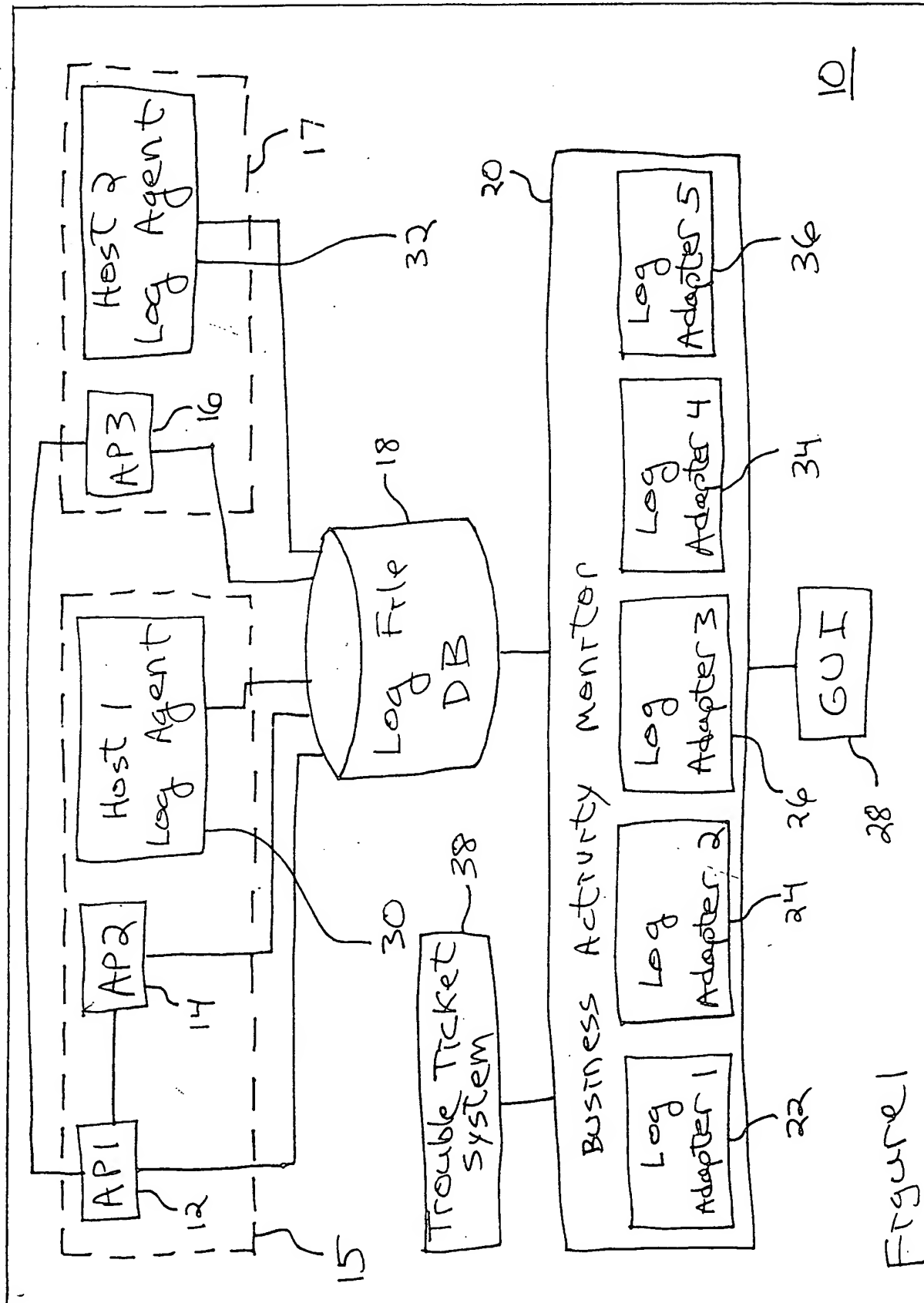


Figure 1

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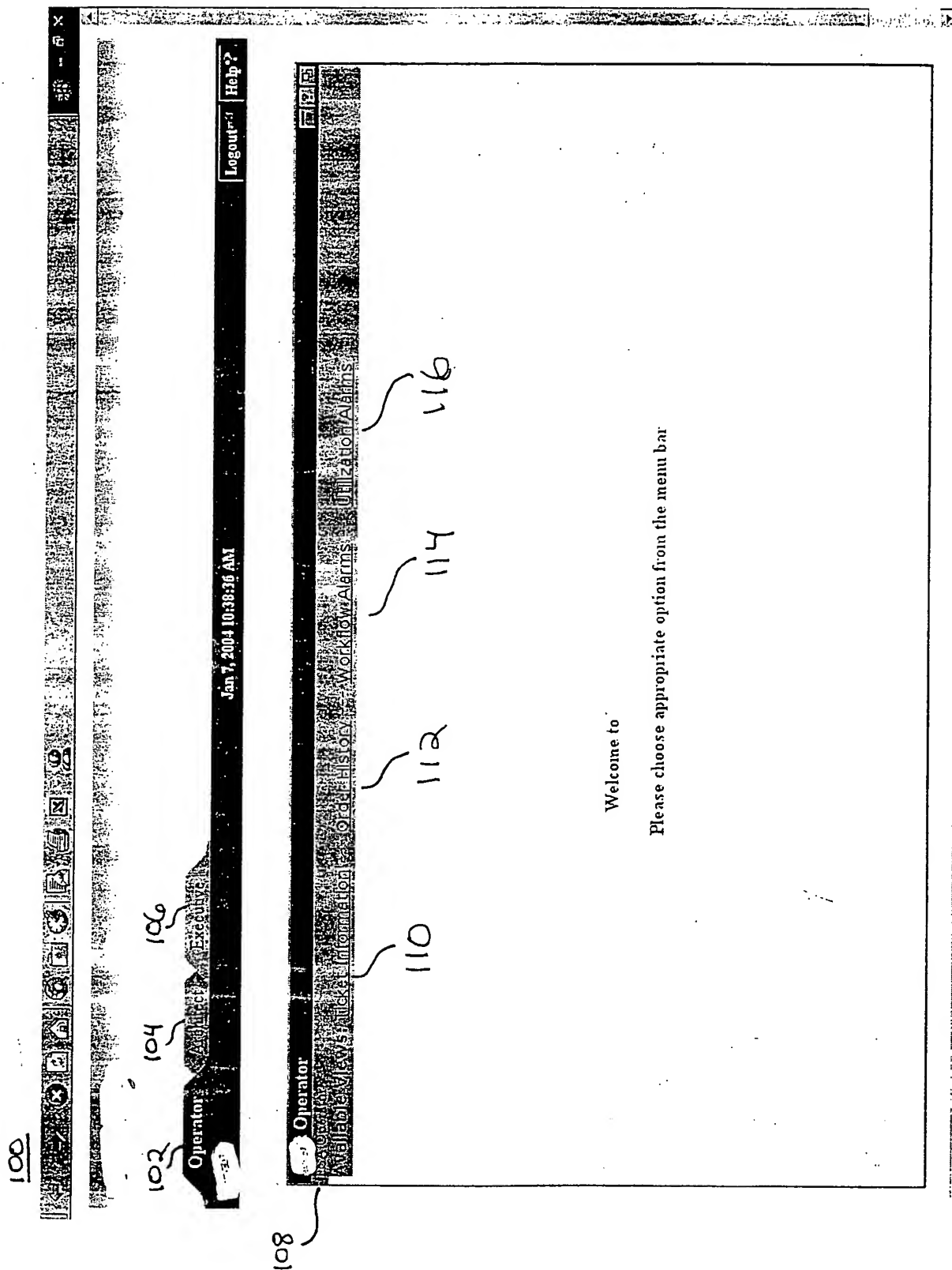


Figure 2

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150

Operator Jan 7, 2004 10:37 AM Logout Help?

Operator  
Available Views: Field Information, Order History, Workflow Alarms, Utilization Alarms

### Order History

Order ID:	<input type="text"/>	152
Service Package ID:	<input type="text"/>	154
Service Order ID:	<input type="text"/>	156
Circuit ID:	<input type="text"/>	158
	<input type="text"/>	160

Submit

Figure 3

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150

Operator

Architect

Executive

Jan 7, 2004 10:43:37 AM

Logout

Help?

Operator

Available Views: Ticket Information

Order History

Workflow Alarms

Utilization Alarms

Order ID:

Service Package ID:

Service Order ID:

Circuit ID:

152

154

156

158

160

162

164

166

168

170

172

174

176

Submit

This data is provided for demonstration purposes only.  
 Severity is assigned by using a random number generator.

Order ID	Order Type	Order ID	Order Type	Order ID	Order Type	Order ID	Order Type	Order ID	Order Type	Order ID	Order Type	Order ID	Order Type
000013452	Install												
000034531	Disconnect												

Figure 4

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200

Operator

Architect

Executive

Jan 7, 2004 10:43:37 AM

Logout

Help?

Operator

Available Views: Market Information | Order History | Workflow Alarms | Utilization Alarms

Workflow Alarms 204

202

208

This data is provided for demonstration purposes only.

Order ID	Application	Execution Time (HH:MM:SS)	Severity Level
5466	Running Control Broker (CJ)	514 days 20:08:45	0
000003278	Running Information Broker (FMS)	146 days 20:12:15	0
5278	Running Control Broker (CJ)	146 days 20:09:03	0
1212	Running Control Broker (CJ)	146 days 20:09:01	0
5350	Running Information Broker (FMS)	146 days 20:08:07	0
3978	Running Control Broker (CJ)	146 days 20:07:40	0
5406	Running Control Broker (CJ)	146 days 20:07:02	0
5512	Running Control Broker (CJ)	146 days 20:07:00	0
5468	Running Control Broker (CJ)	146 days 20:06:32	0
000003468	Running Information Broker (FMS)	146 days 20:04:45	0
000003978	Running Information Broker (FMS)	146 days 20:04:41	0
000003512	Running Information Broker (FMS)	146 days 20:04:40	0
5773	Running Control Broker (CJ)	141 days 20:47:01	0
5772	Running Control Broker (CJ)	141 days 19:59:41	0
5770	Running Control Broker (CJ)	141 days 19:59:39	0
5555	Running Control Broker (CJ)	141 days 03:11:41	0
1231	Running Control Broker (CJ)	141 days 02:07:40	0
5777	Running Control Broker (CJ)	140 days 22:15:27	0
5781	Running Control Broker (CJ)	140 days 21:19:24	0
9999	Running Control Broker (CJ)	140 days 01:10:10	0

Figure 5

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250

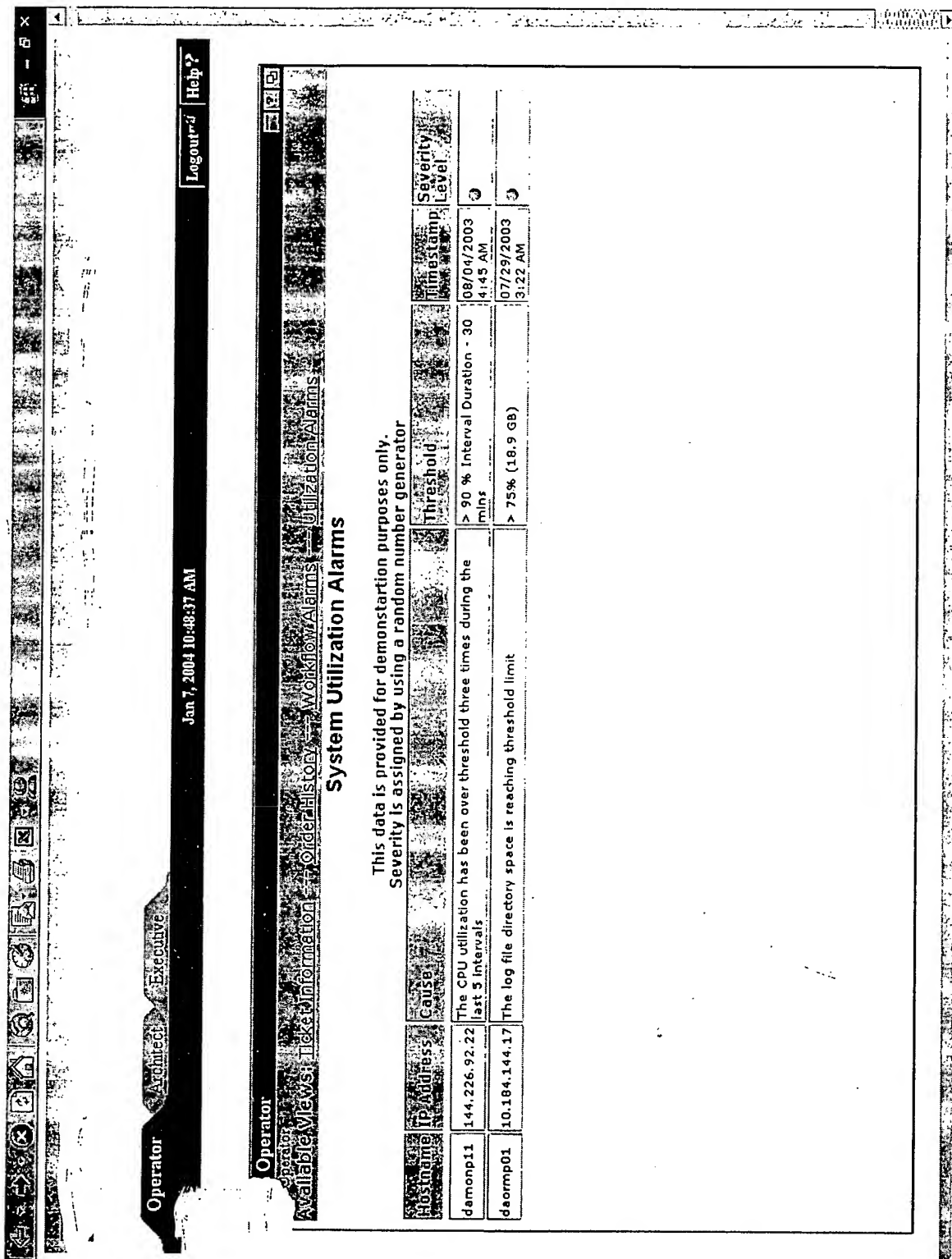


Figure 6

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300

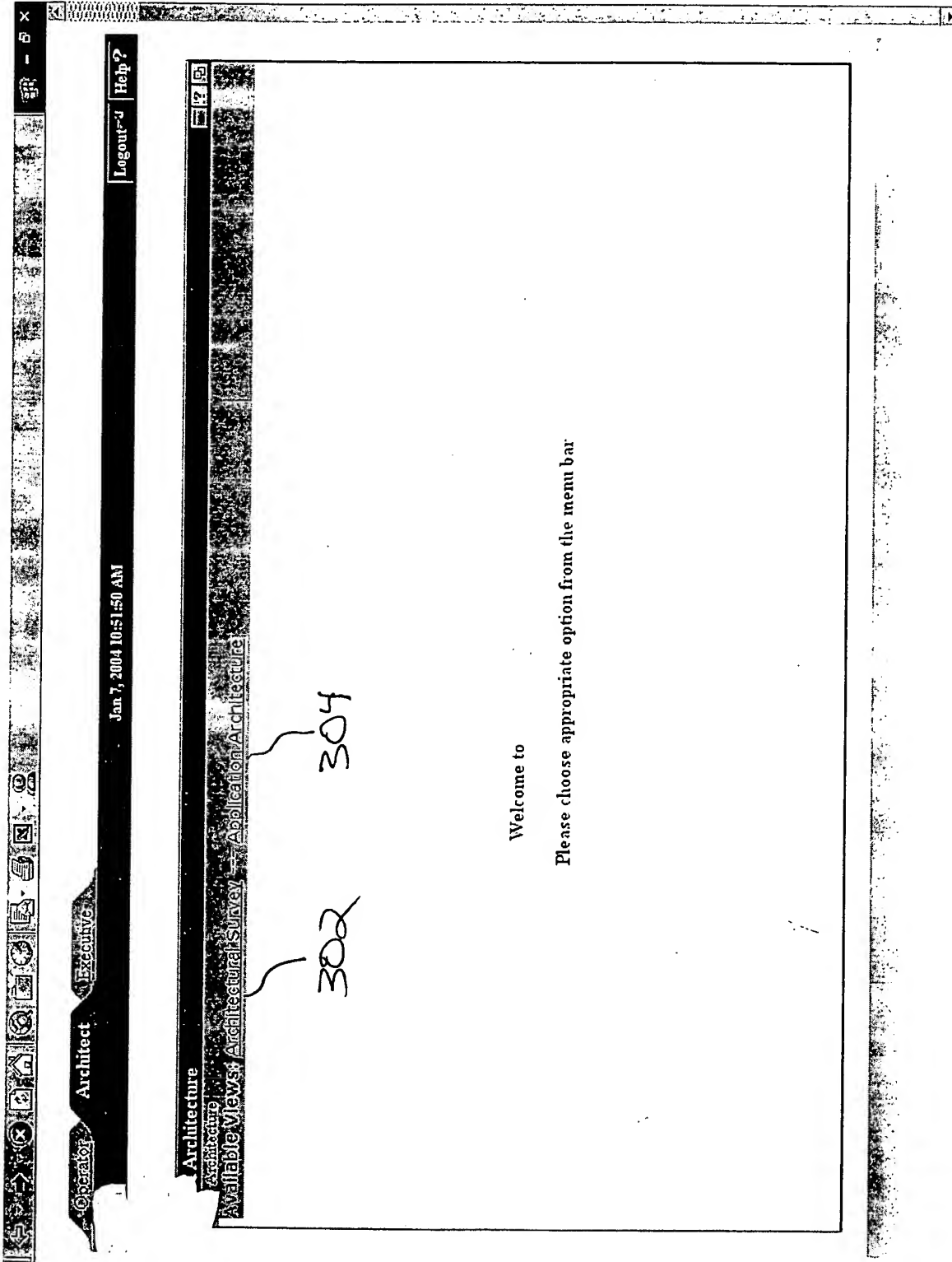


Figure 7





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400

Jan 7, 2004 10:57:30 AM

Logout: J Help ?

Operator Architect Executive

Executive

Available Views: Order History

Order History

Select an Order Type: IP Install Orders

Submit

400

404

Figure 9

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450

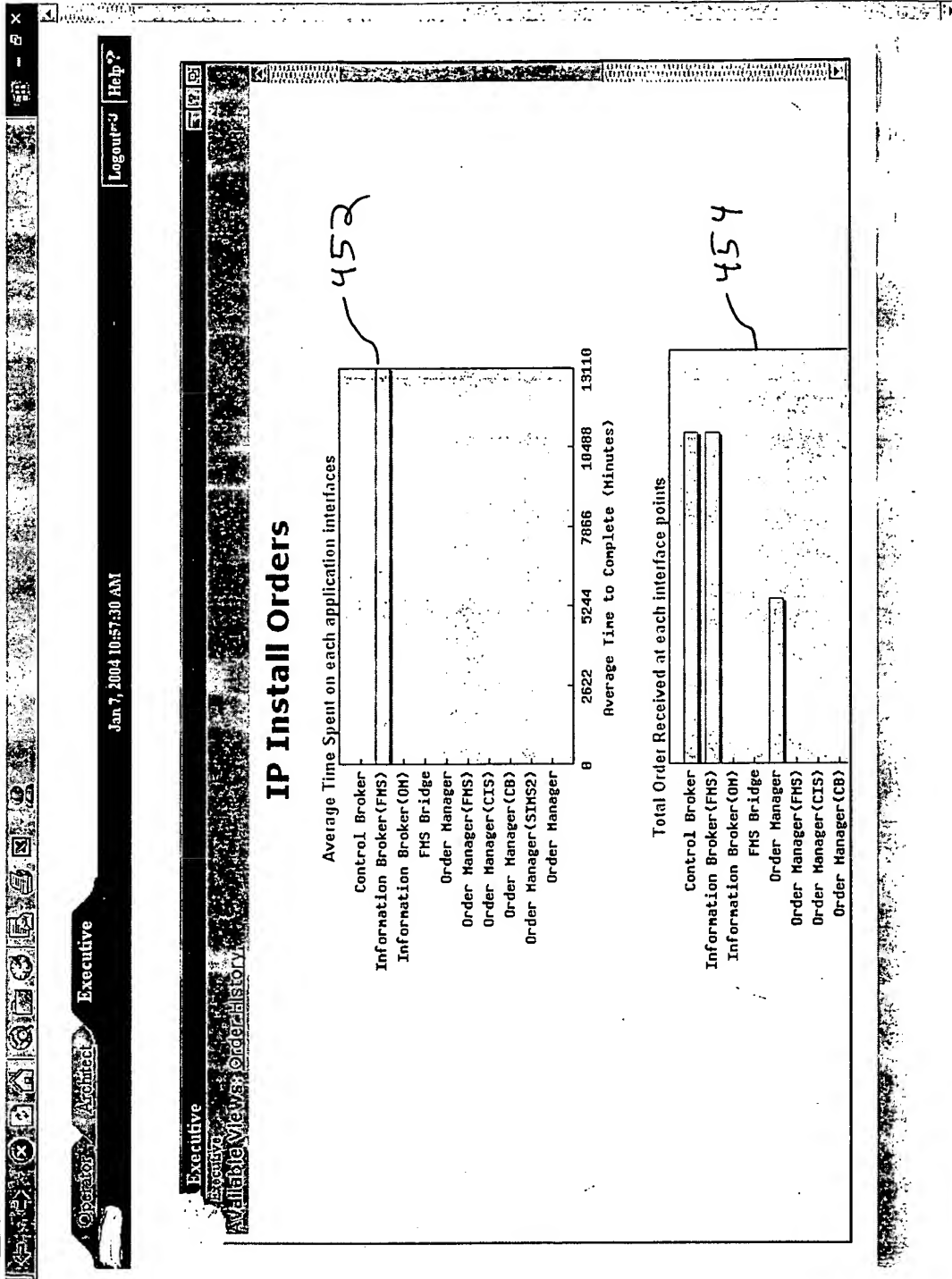


Figure 10

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450

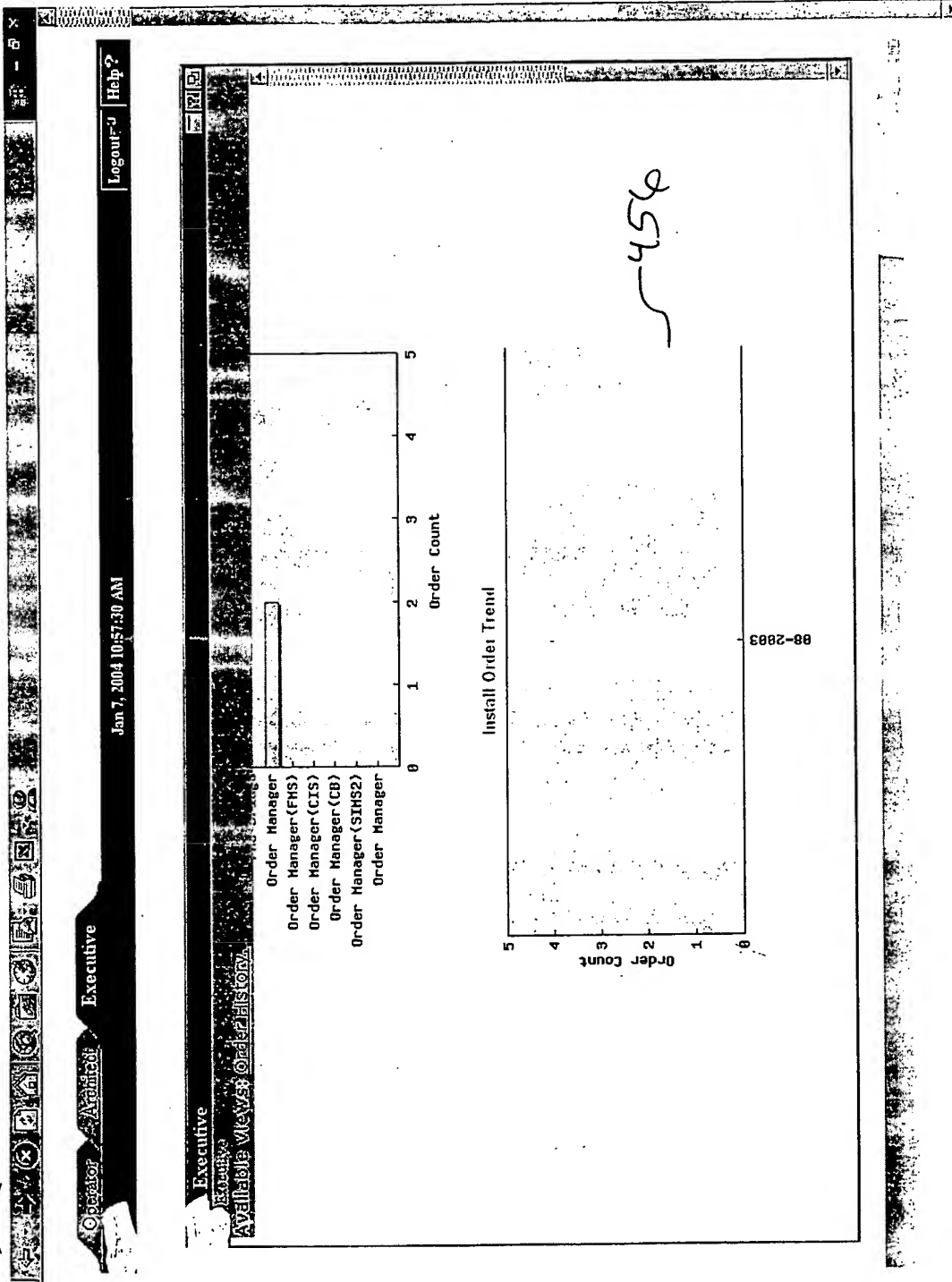


Figure 11

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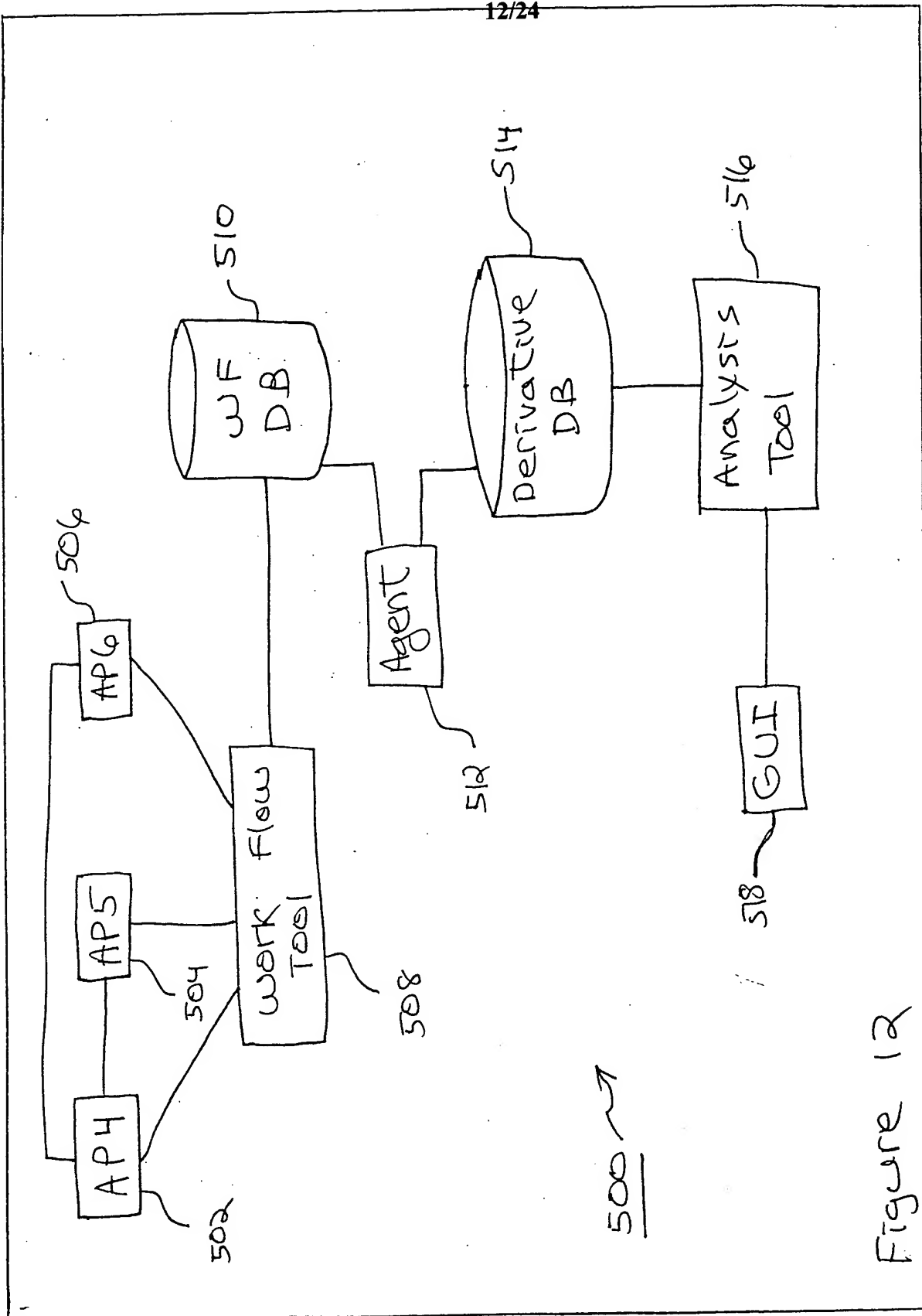


Figure 12

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550

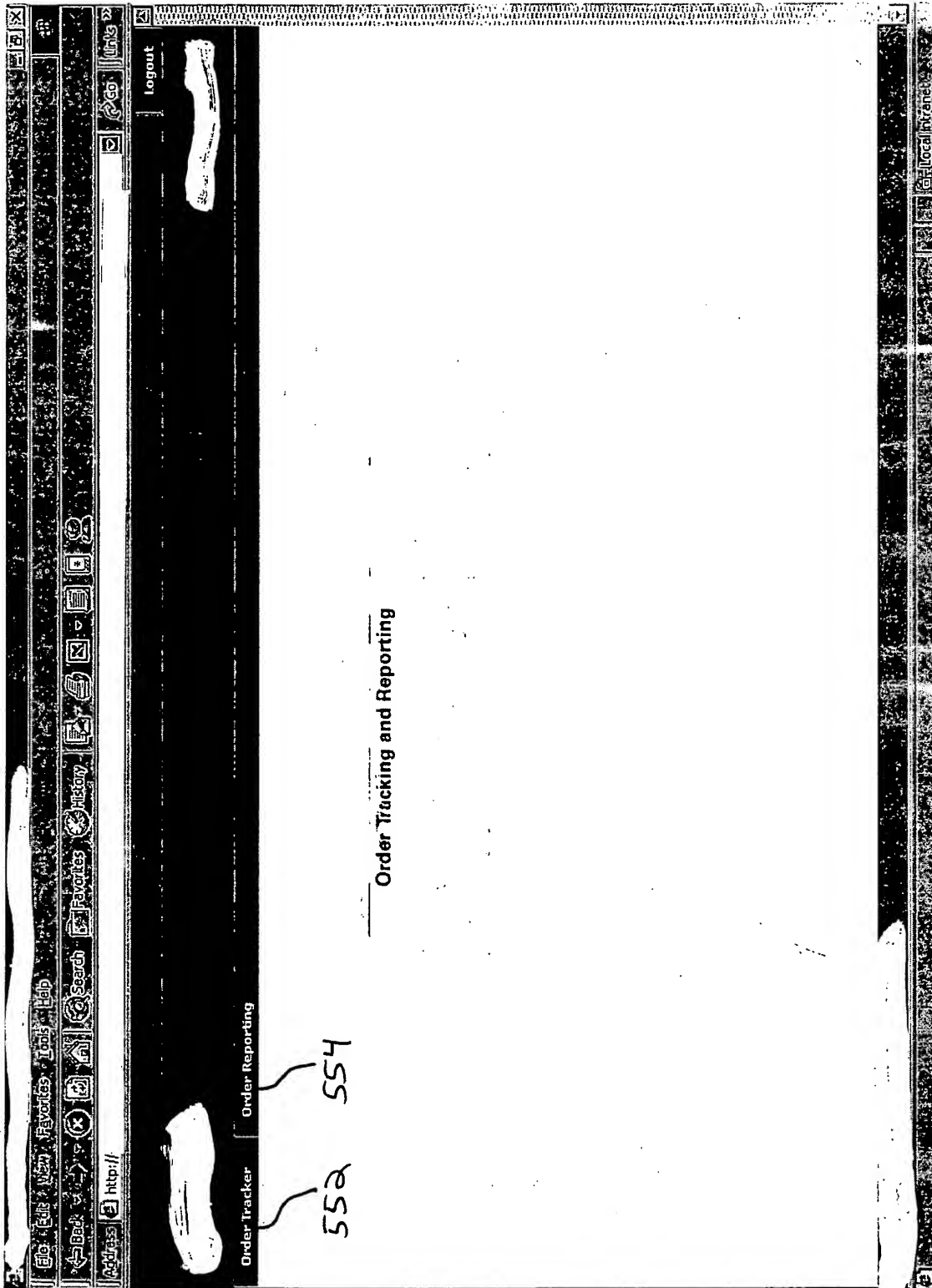


Figure 13

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Order Tracker

Order Reporting

Search for an order by entering SOURCE SYSTEM ORDER ID or SERVICE ORDER ID or COMPONENT ID.

Search For Order

SOURCE SYSTEM ORDER ID (FTIN):

SERVICE ORDER ID:

COMPONENT ID:

Search

Logout

Local intranet

Figure 14

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Address http://

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites History

Logout

Order Tracker Order Reporting

Click on the search results link to view additional order information.

### Search Results

Source System Order Id S01D1	Service Order Id 001112227	Mon 11	Product Type FR	Order Type ADFR	Action Code ADD ON	Order Entry Time 2003-10-07 11:27:00
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Figure 15



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590

592  
594  
596  
598

View Order Status  
Order Detail  
View Component List  
Back to Search Results

ADD\_ON FR ORDER

Order Detail

Product Type FR  
Order Type ADFR  
Action Code ADD\_ON  
Service Order Id 001112227  
Source System Order Id S01D1  
MON 11  
Order Entry Time 2003-10-07 11:27:00

Component Type  
VIRTUAL

Num Components  
1

Logout

Local Intranet

Figure 16

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620

File Edit View Favorites Tools Help  
Back Forward Stop Search Home Favorites History  
Address http://

Logout

Order Tracker Order Reporting

ADD\_ON FR ORDER

### Component List

Source System Order Id: SOID1  
Service Order ID: 00112227  
Order Entry Time: 2003-10-07 11:27:00

CATEGORY	TYPE	ID	STATUS	ORDER_TIME
VIRTUAL	VC	414422	FMSComplete-complete	2003-10-07 11:27:00

View Order Status  
Order Detail  
View Component List  
Back to Search Results

622

Figure 17

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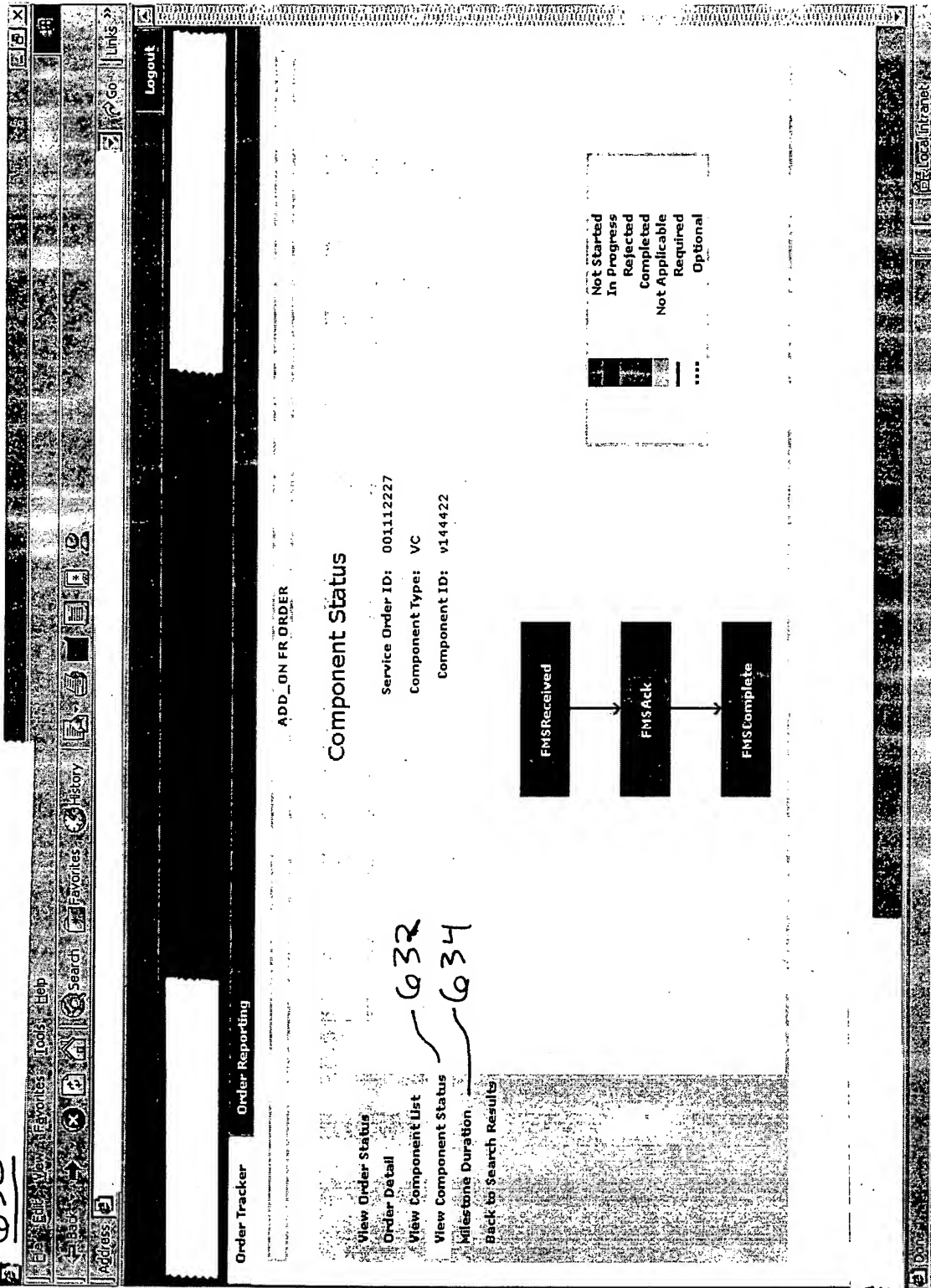


Figure 18

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650

Address: http://

Order Tracker

Order Reporting

Logout

ADD\_ON FR ORDER

### Component Milestone Duration

Service Order ID: 001112227  
Component Type: VC  
Component ID: v144422

View Order Status  
Order ID: 001112227  
View Component List  
View Component Status

Milestone Duration

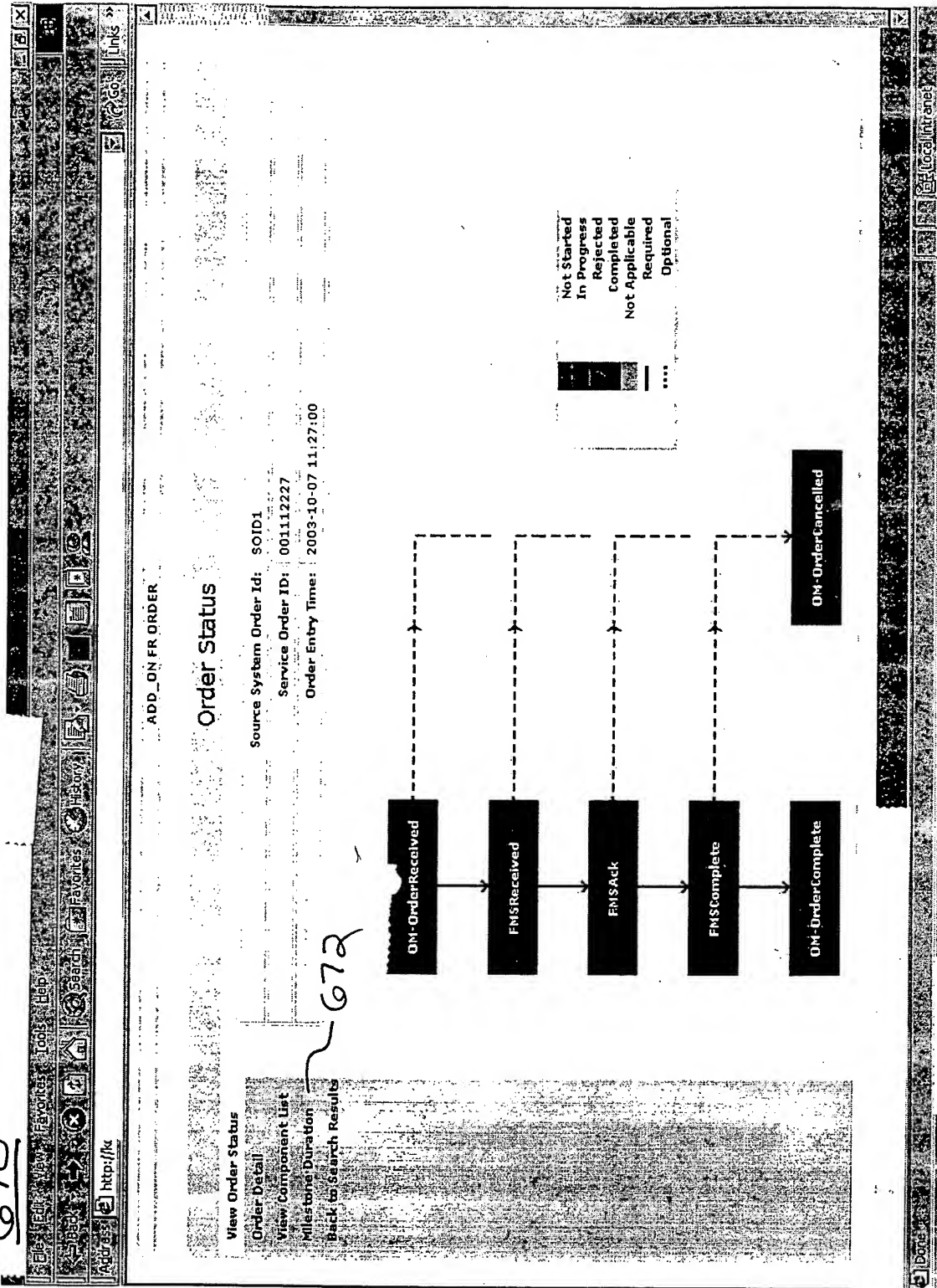
Back to Search Results

Milestone Name	Entry Time	Exit Time	Duration
FMSReceived	2003-10-07 11:27:00.0	2003-10-07 11:27:09.0	0.0:9
FMSAck	2003-10-07 11:27:09.0	2003-10-07 11:27:39.0	0.0:30
FMSComplete	2003-10-07 11:27:39.0	2003-10-07 11:27:44.0	0.0:5

652

Figure 19

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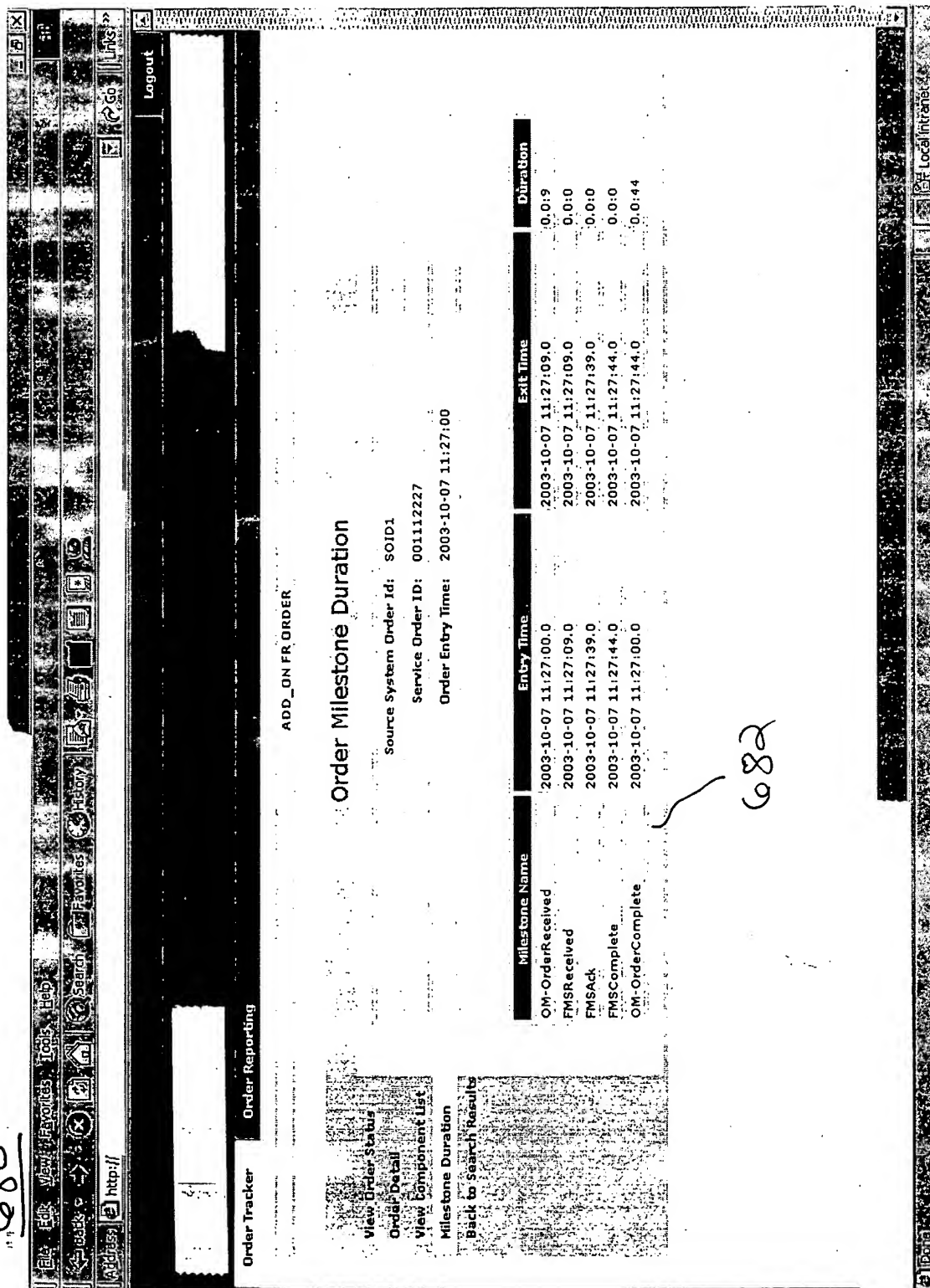


Figure 21

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720

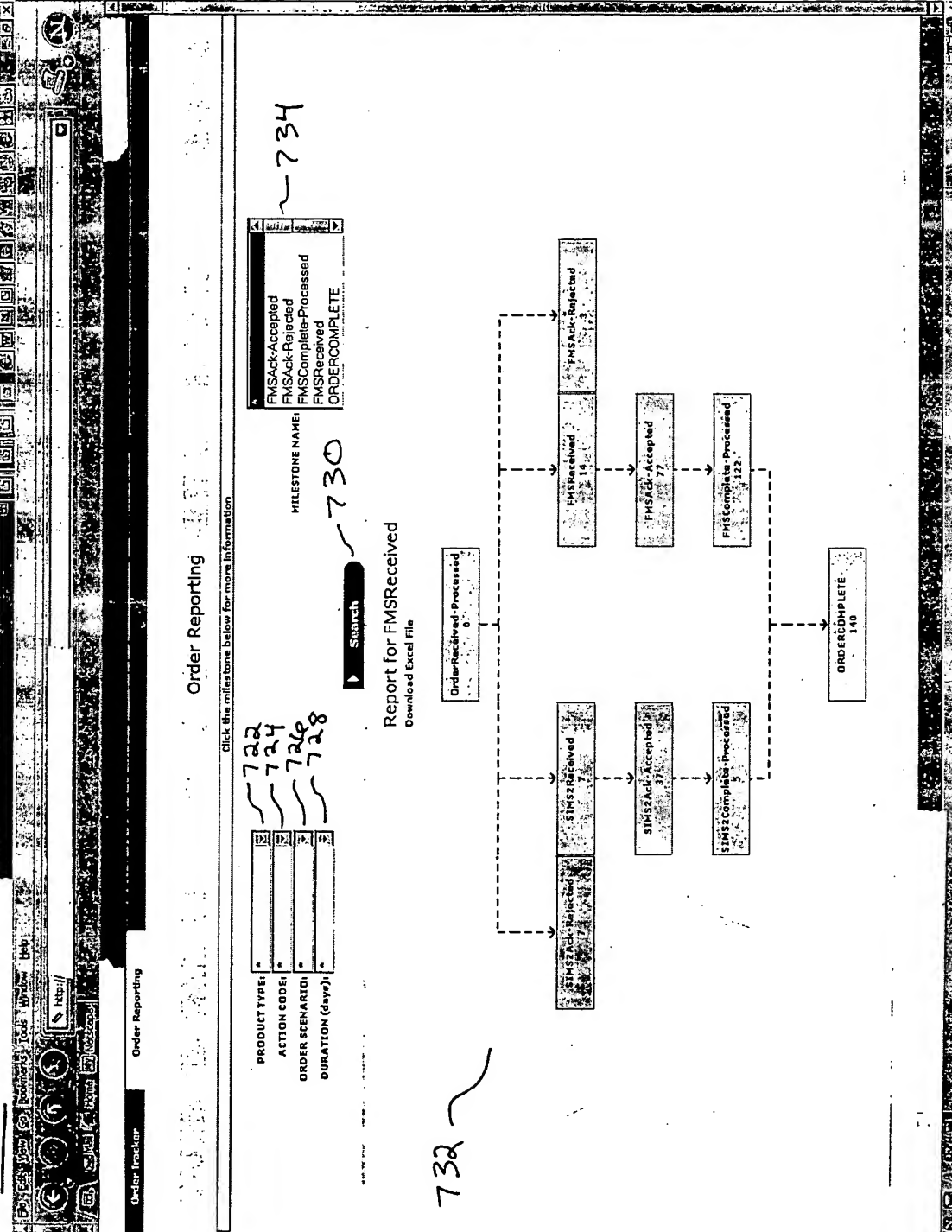


Figure 22



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File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History

Address http://

Order Tracker

Order Reporting

Logout

Click the report results link to see the order detail or click Download Excel File link to download the results.

Order Reporting

VIEW: ServiceOrder

PRODUCT TYPE: \*

ACTION CODE: \*

ORDER SCENARIO: \*

DURATION (days): \*

MILESTONE NAME:

FMSAck-Accepted

FMSAck-Rejected

FMSComplete-Processed

FMSReceived

OM-OrderCancelled

Search

762

764

Report for SIMS2-OrderComplete-Processed

766

Download Excel File

Product Type	Order Type	Action Code	Service Order ID	Source System Order ID	Milestone Name	Order Entry Time	Duration
IP	INIP	INSTALL	002114007	SOID22	SIMS2-OrderComplete-Processed	2003-10-03 16:45:00	9 day(s) 16:40:24
IP	INIP	INSTALL	1322	000004094	SIMS2-OrderComplete-Processed	2003-06-24 15:53:11	54 day(s) 16:52:15
IP	DNIP	INSTALL_COORD_DOWNGRADE	1338	000004131	SIMS2-OrderComplete-Processed	2003-06-25 16:22:47	69 day(s) 17:49:44
IP	INIP	INSTALL	932	000002933	SIMS2-OrderComplete-Processed	2003-05-29 11:12:29	54 day(s) 16:43:56
IP	INIP	INSTALL	939	000002955	SIMS2-OrderComplete-Processed	2003-05-30 00:00:52	54 day(s) 16:48:18
IP	INIP	INSTALL	9999	11	SIMS2-OrderComplete-Processed	2003-09-30 10:00:00	12 day(s) 22:49:52
IP	DCIP	DISCONNECT	disconnect1	SSOID3	SIMS2-OrderComplete-Processed	2003-10-09	3 day(s)

Local Intranet

Figure 23



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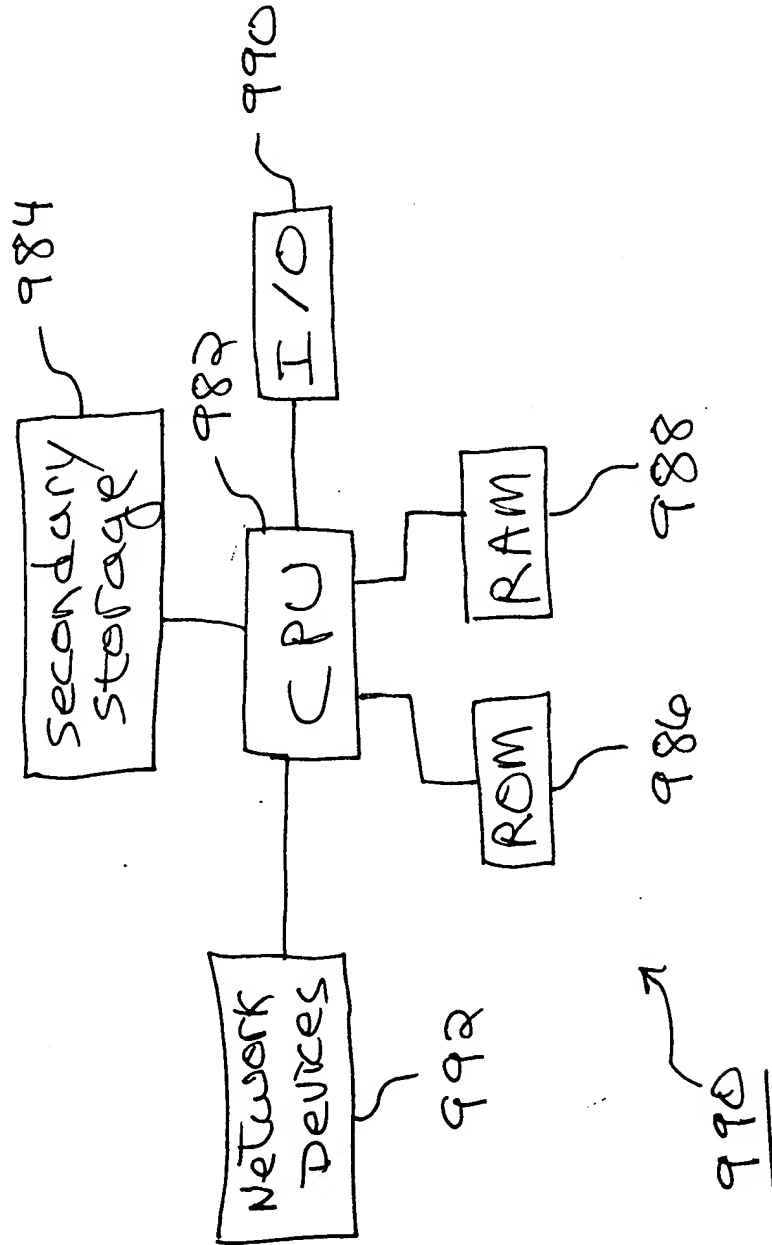


Figure 24